

# Hood River County School District

Code: **KL-AR**  
Revised/Reviewed: 6/09/15; 6/16/16; 10/23/19

## Public Complaint Procedure

A parent or guardian of a student attending a school in the district, a person who resides in the district, a staff member, or a student who wishes to express a complaint should discuss the matter with the school employee involved.

### The Administrator: Step One

If the complainant is unable to resolve a problem or concern with the employee, the individual may file a written, signed complaint with the administrator within 10 working days of the employee's response. The administrator shall evaluate the complaint and render a decision within 10 working days after receiving the complaint. (A form is available, but is not required. If the form is not used, information should be provided regarding the nature of the complaint, evidence to consider, possible sources for additional information, a suggested remedy, and the complainant's contact information)

### The Superintendent: Step Two

If Step One does not resolve the complaint, within 10 working days of the meeting with the administrator, the complainant may file a written, signed complaint with the superintendent clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required. If the form is not used, information should be provided regarding the nature of the complaint, evidence to consider, possible sources for additional information, a suggested remedy, and the complainant's contact information)

The superintendent shall investigate the complaint, confer with the complainant and the parties involved, prepare a written report of their findings and conclusion, and provide the written report to the complainant within 10 working days after receiving the written complaint.

### The Board: Step Three

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision in writing to the Board within five working days after receiving the superintendent's decision. The Board will review the findings and conclusion of the superintendent in a public meeting to determine what action is appropriate. The Board may use executive session if the subject matter qualifies under Oregon law. Appropriate action may include, but is not limited to, holding a hearing, requesting additional information, and adopting the superintendent's decision as the district's final decision. All parties involved, including the school administration, will be asked to attend such meeting for the purposes of making further explanations and clarifying the issues.

If the Board chooses not to hear the complaint, the superintendent's decision in Step Two is final<sup>1</sup>.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statutes.

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<sup>1</sup> If the Board choose to accept the superintendent's decision as the district's final decision on the complaint, the superintendent's written decision must meet the requirements of OAR 581-022-2370(4)(b).

The timelines may be extended upon written agreement between the district and the complainant.

Complaints against an administrator should be filed with the superintendent. The superintendent will attempt to resolve the complaint. If the complaint remains unresolved within 10 working days of receipt by the superintendent, the complainant may request to place the complaint on the Board agenda at the next regularly scheduled or special Board meeting. The Board may use executive session if the subject matter qualifies under Oregon law. The Board shall decide, within 20 days, in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 10 working days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide in open session what action, if any, is warranted. The Board may use executive session if the subject matter qualifies under Oregon law. A final written decision regarding the complaint shall be issued by the Board within 10 working days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

Complaints against the Board as a whole or against an individual Board member should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 10 working days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

Complaints against the Board chair should be referred directly to the Board vice chair on behalf of the Board. The Board vice chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 10 working days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

The district's final decision for a complaint processed under this administrative regulation that alleges a violation of Oregon Administrative rule (OAR) Chapter 581, Division 22 (Division 22 Standards), ORS 339.285 - 339.303 or OAR 581-021-0550 - 581-021-0570 (Restraint and Seclusion), or ORS 659.852 (Retaliation), will be issued in writing or electronic form. The final decision will address each allegation in the complaint and contain reasons for the district's decision. If the complainant, who is a student, parent or guardian of a student attending school in the district or a person that resides in the district, and this complaint is not resolved through the complaint process, the complainant may appeal<sup>2</sup> the district's final decision to the Deputy Superintendent of Public Instruction under Oregon OARs 581-002-0001 – 581-002-0023.

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<sup>2</sup> An appeal must meet the criteria found in OAR 581-002-0005(1)(a).

**Hood River County School District**

**COMPLAINT FORM**

To: \_\_\_\_\_ (Name of School) ☐ Employee\* ☐  
Administrator/Supervisor\* ☐ Superintendent ☐ Board chair ☐ Board vice chair \* Form available but  
is not required.

Person Making Complaint \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

Nature of Complaint \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Who should we talk to and what evidence should we consider? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suggested solution/resolution/outcome: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_

**Office Use**

Disposition of Complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

cc: District Office